

FFT Monthly Summary: August 2018

The Avenue Medical Centre
Code: K81039

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	36	5	4	5	0	0	0	0	45	74	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	305						
Responses:	119						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	8	2	2	2	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail	38	28	3	2	3	0	74
Manual Upload							
Total	69	36	5	4	5	0	119
Total (%)	58%	30%	4%	3%	4%	0%	100%

Summary Scores

 88%
  8%
  4%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

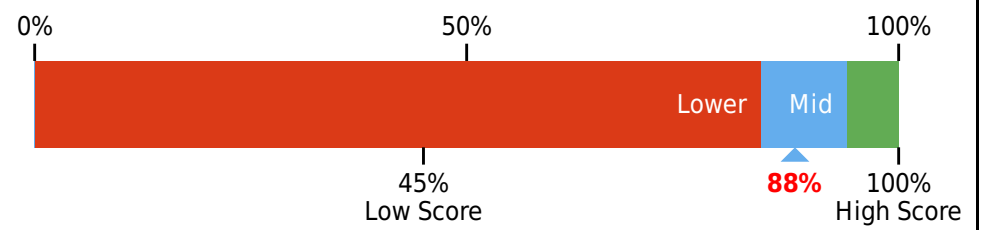
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

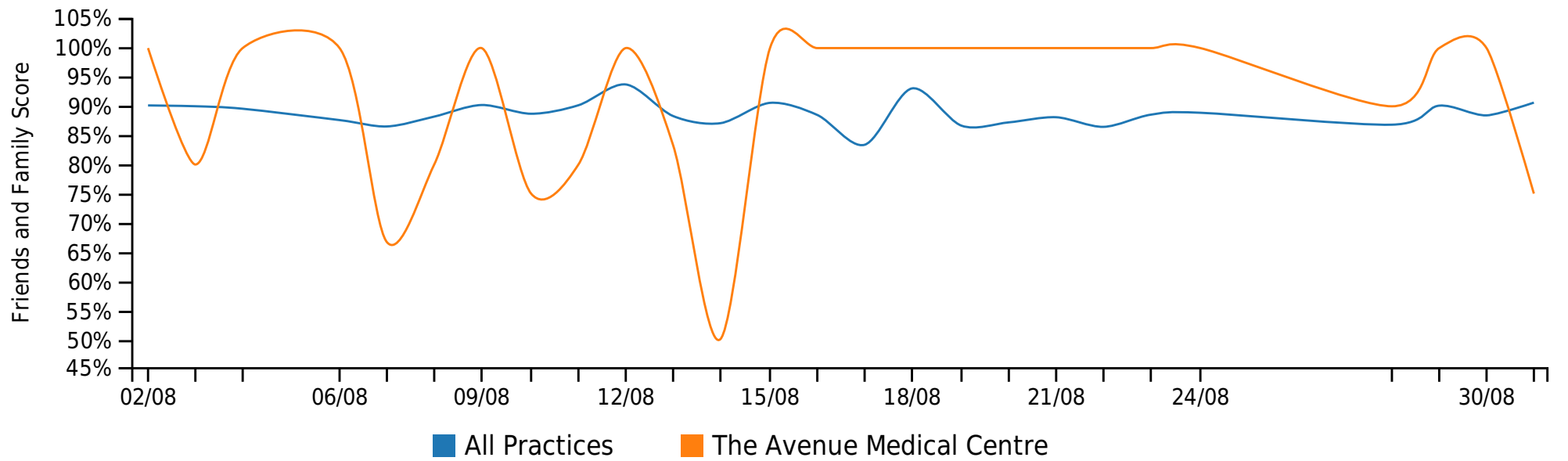
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 45TH



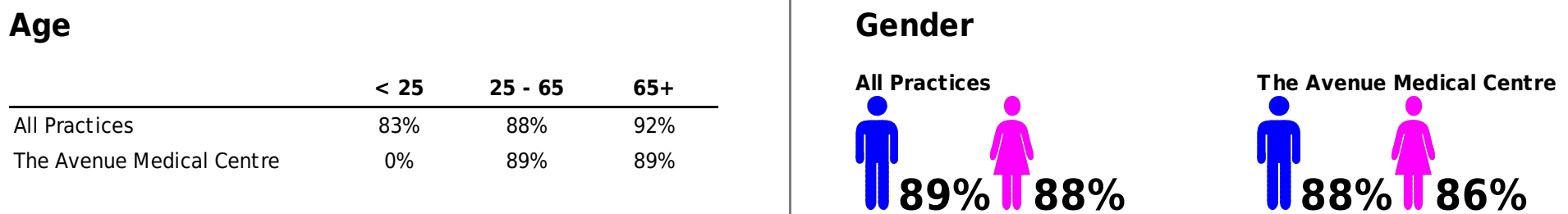
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



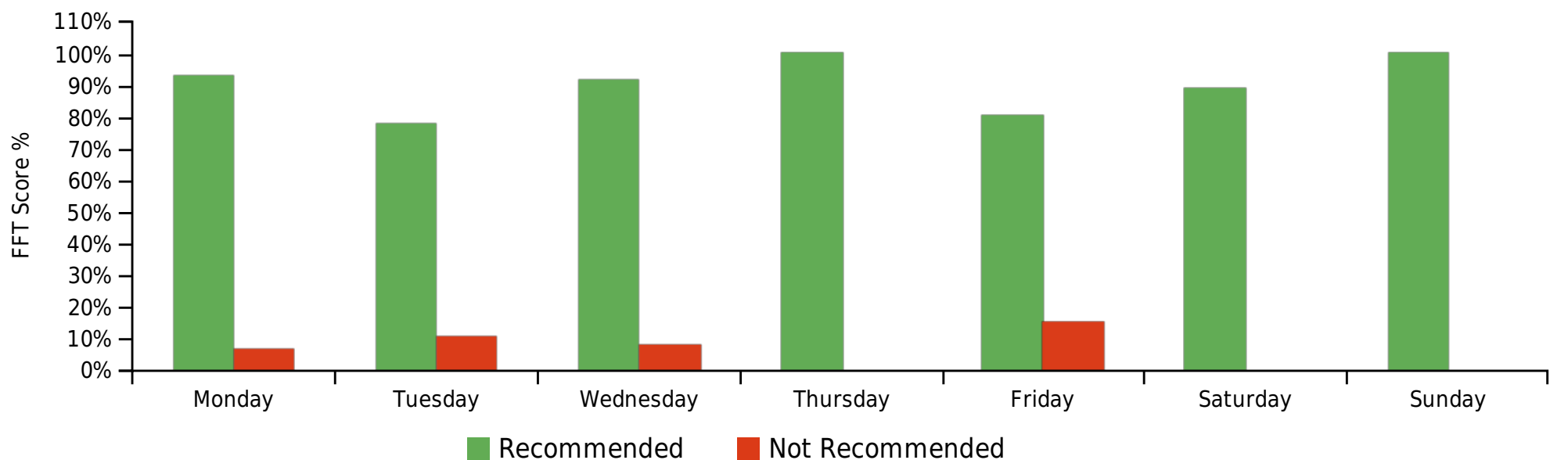
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



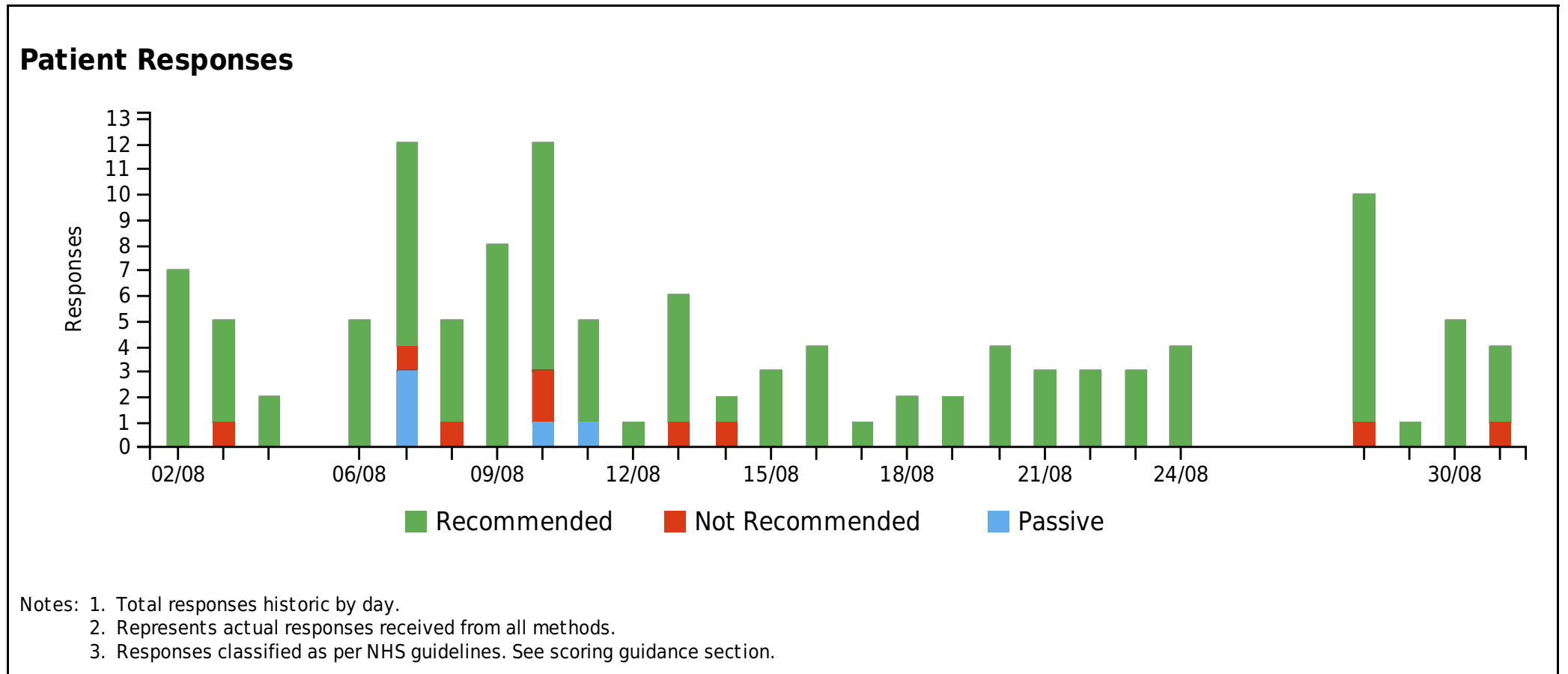
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



- ✓ Warm welcome, efficiency & service
- ✓ Excellent service
- ✓ Nice people
- ✓ Outstanding 'bedside manner'
- ✓ Friendly staff.
- ✓ I receive good quality health care from this GP practice
- ✓ Courteous staff. Doctors and nurses give attention to details. Good care provided in general
- ✓ Staff is friendly. Attention to detail by on duty nurses as well as doctors.
- ✓ BECAUSE THEY WERE SO HELPFUL AND KIND AS ALWAYS
- ✓ Very kind and helpful
- ✓ This time is very good unfortunately to make an appointment is a different matter but today very good
- ✓ Staff always helpful, always able to get an appointment.
- ✓ Dr is very professional
- ✓ The nurse was lovely and gave me excellent advice.
- ✓ It has been difficult to get an appointment which is frustrating as I have very limited time outside of work. But the service was fair and referrals were made but I have to wait nearly 2 weeks to get an ECG done
- ✓ Wendy was great today taking lots of blood plus no wait
- ✓ Wendy was great she took loads of blood to test for results . No waiting great
- ✓ the doctor was very helpful.
- ✓ Quick efficient service from Sister
- ✓ Easy to get an appt

X
X
X
X
X
X
X
X
X
X
X
X

Not Recommended

- ✓ Was extremely difficult to get the appointment, had ring for weeks to finally be fitted in
- ✓ Had to wait 40 minutes after my appointment time to be seen
- ✓ Delayed being seen - cancelled appointment after being at surgery for around 45 minutes. New appointment arranged. Duty of care seems to be deteriorating and requires an urgent review.
- ✓ Surgery would not administer injection as they hadn't got a letter from the consultant
- ✓ Waited 35 minutes past the appointment time. Doctor asked questions but she talked over me and didn't listen the whole time. I presented with new symptoms. She read 2 lines of the screen and decided to only talk about my existing condition; disregarding my new symptoms which were unrelated.

X

Passive

- ✓ Be in time with appointments
- ✓ Don't think I would ever be in a position to recommend.

X